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2 **Q. What is your name?**

3 A. Frank Rutkowski

4 **Q. Where do you live?**

5 A. Forty Love point neighborhood near Chapin, SC. My address is 123 match
6 Point Drive, Chapin, SC

7 **Q. Are you a member of the Forty Love Point Homeowners**
8 **Association?**

9 A. Yes

10 **Q, What complaints do you have now about the water?**

11 A. Our water quality is poor. Has an odor that frequently changes from high
12 chlorine, chemical/plastic to rotten eggs, sour. Our clothes, towels, wash clothes
13 all have a musty smell. Several of our appliances have been ruined by the hard
14 water. We have a lot of corrosion on our faucets, Our house is 6 years old.

15 **Q. Do you receive overly high bills?**

16 A. I believe the cost for our water is too high for the quality, much more than
17 what we paid for when we had Columbia Water when we lived in Columbia.

18 **Q. Can you show us examples of those high bills?**

19 A. I can bring examples of my typical water bills to the hearing.

20 **Q. How many people live at your house?**

21 A. Four

1 **Q. Have you ever complained to Utilities, Inc about your water**
2 **problems?**

3 A. Over the years we have complained but generally feel like we are wasting
4 time as nothing seems to get resolved.

5 **Q. How is the quality of water at your house?**

6 A. Poor quality

7 **Q. Did you call Utilities, Inc to complain?**

8 A. Yes, not lately, waste of time.

9 **Q. What is the quality of your water now?**

10 A. We never drink the water, we use bottled water, and we have a water filter
11 for the house water and in our refrigerator.

12 **Q. Have you ever had your water tested for iron bacteria?**

13 A. No but several neighbors have. Came back positive.

14 **Q. Do you think that iron bacteria is still present in your**
15 **drinking water?**

16 A. Not sure, so much chlorine, I think it kills iron bacteria. Our water smells
17 like chlorine all the time.

18 **Q. Do you pay for bottled water?**

19 A. Yes, we buy bottled water and we have a filter on our refrigerator which is
20 pricey.

21 **Q. How much extra do you spend a month on bottled water?**

1 A. We spend about \$25+ dollars per month, besides what we pay Utilities,
2 Inc.

3 **Q. Do you pay for water filters or water softeners?**

4 A. Water filter on our refrigerator only.

5 **Q. How much do you pay for water filters every month?**

6 A. . Around \$40 per filter

7 **Q. How much do you spend on bottled water?**

8 A. \$25

9 **Q. Do you water your lawn?**

10 A. Yes we water our lawn.

11 **Q. How much do you spend on average for water from Utilities,**
12 **Inc per month?**

13 A. \$85 winter, \$120 summer (depending on lawn watering)

14 **Q. When you call Carolina Water Service to complain, who**
15 **answers the phone?**

16 A. If I call, I call Bob Gilroy.

17 **Q. Do you have any photos of the water at your house?**

18 A. No but the smell right now is our biggest complaint. Also we have
19 replaced our ice maker, kitchen faucet, washing machine all due to water,
20 all were less than four years old.

21

1 **Q. Do you think that Utilities, Inc is entitled to a rate increase**
2 **for household water?**

3 A. No, if the quality of the water was satisfactory, a very small increase would
4 be reasonable but it is awful to pay what we pay now for the nasty water we have
5 to put up with.

6 **Q. Do you think that the quality of the water at your house**
7 **affects the value of your home?**

8 A. Yes, any neighborhood that has Utilities Inc. carries that burden. They
9 have poor quality water that is expensive and their reputation in SC is
10 horrible.

11 **Q. Did you consider this when you purchased your home?**

12 A. Yes, several people told us not to buy in a neighborhood serviced by
13 Carolina Water Service.

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